

When to Call and Who to Call

Guideline For Home Hemodialysis Nxstage Patients



As a home hemodialysis patient there may be times when you need the help and advice of healthcare professionals. These guidelines will help you decide who would be the best person to call is, and when to call.

Emergency personnel are available 24 hours/day, 7 days per week. Call 911 if you are experiencing:

- Chest pain, heavy feeling in your chest
- Severe shortness of breath
- Seizures
- Large blood loss
- Other emergencies such as fires etc.

NxStage Technical support is available 24 hours a day, 7 days a week - including holidays. Call the technical support team at 1-866-697-8243 (1-866-NXSTAGE) if you are experiencing:

- Problems with your NxStage System One
- If the screen is blank or frozen
- The machine won't start or perform the startup sequence
- Problems with your Pureflow SL
- Broken or defective machine parts

Home Hemodialysis Nurses are available from 8:00 am to 4:00 pm, Monday through Friday excluding holidays. Call during these regular office hours if you have general questions about:

- Medications
- Blood work
- Access concerns, such as redness or itchiness and clotting
- Supplies
- Clinic appointments
- Goal Weights

- Machine questions, other than those that should be asked of the NxStage technical support team

Your home hemodialysis program may have limited nursing call, after regular working hours and on weekends, especially when you first dialyze at home. Before you call a nurse try and find the answer by:

- Reviewing the patient training manual
- Reviewing the "cheat sheets" for common problems and solutions
- Check all clamps, as many alarms involve a clamp being left on

Reasons that you may need to call after regular office hours could include:

- Red, irritated or clotted access
- Pain, especially if in your access site
- Chills or fever
- Machine problems, other than what should be asked of the NxStage technical support team, that are stopping you from having a successful dialysis treatment

Your nephrologist, or the nephrologist on call, can be contacted if it is after hours, on the weekend, or a statutory holiday and:

- You have serious issues with your vascular access (for example a clotted access or no flows in your perm-catheter after working through all your troubleshooting techniques), and are unable to dialyze
- There have been delays in having your machine exchanged, and you will be missing a dialysis run
- You have other acute medical concerns or questions.

**If problems arise between 11:00 pm and 7:00 am that you are unable to solve:
TAKE YOURSELF OFF &
CALL YOUR HOME HEMODIALYSIS NURSE OR YOUR NEPHROLOGIST IN THE MORNING**